

Substitute Form PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-142001	Application No. 10 / 804320
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Kumar et al.		
		Filing Date March 18, 2004	Group Art Unit 2109	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
QN	AA	5,926,539	07/20/99	Shtivelman			
QN	AB	6,381,640	04/30/02	Beck et al.			
QN	AC	6,539,419	03/25/03	Beck et al.			
QN	AD	6,584,191	06/24/03	McPartlan et al.			
QN	AE	6,587,556	07/01/03	Judkins et al.			
QN	AF	6,704,409	03/09/04	Dilip et al.			
QN	AG	2002/0095462	07/18/02	Beck et al.			

Foreign Patent Documents or Published Foreign Patent Applications						
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass
	AH					

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
QN	AI	"Aspect Administration and Development Tools," <u>Aspect</u> , 2002, obtained at http://www.aspect.com/mm/pdf/products/pstn/Aspect_Admin_Dev_Tools.ds.pdf , 4 pages.
QN	AJ	"About Genesys Call Center Pulse" <u>Genesys</u> , 1998, obtained at http://www.euronetrt.hu/termekek/genesys/ccpulse.pdf , 4 pages.
QN	AK	"FAQ: Description of Genesys Gplus Adapter for mySAP™ Customer Relationship Management (CRM)" <u>Genesys and SAP Solutions</u> , 2002, obtained at http://www.sap.com/australia/fasttrack/faq.pdf , 5 pages.
QN	AL	"The E-Business Workplace: Discovering the Powe rof Enterprise Portals," <u>John Wiley & Sons, Inc.</u> , document undated, copyright © 2001, 6 pages.

Examiner Signature <i>/Quan Nguyen/</i>	Date Considered 02/05/2007
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	